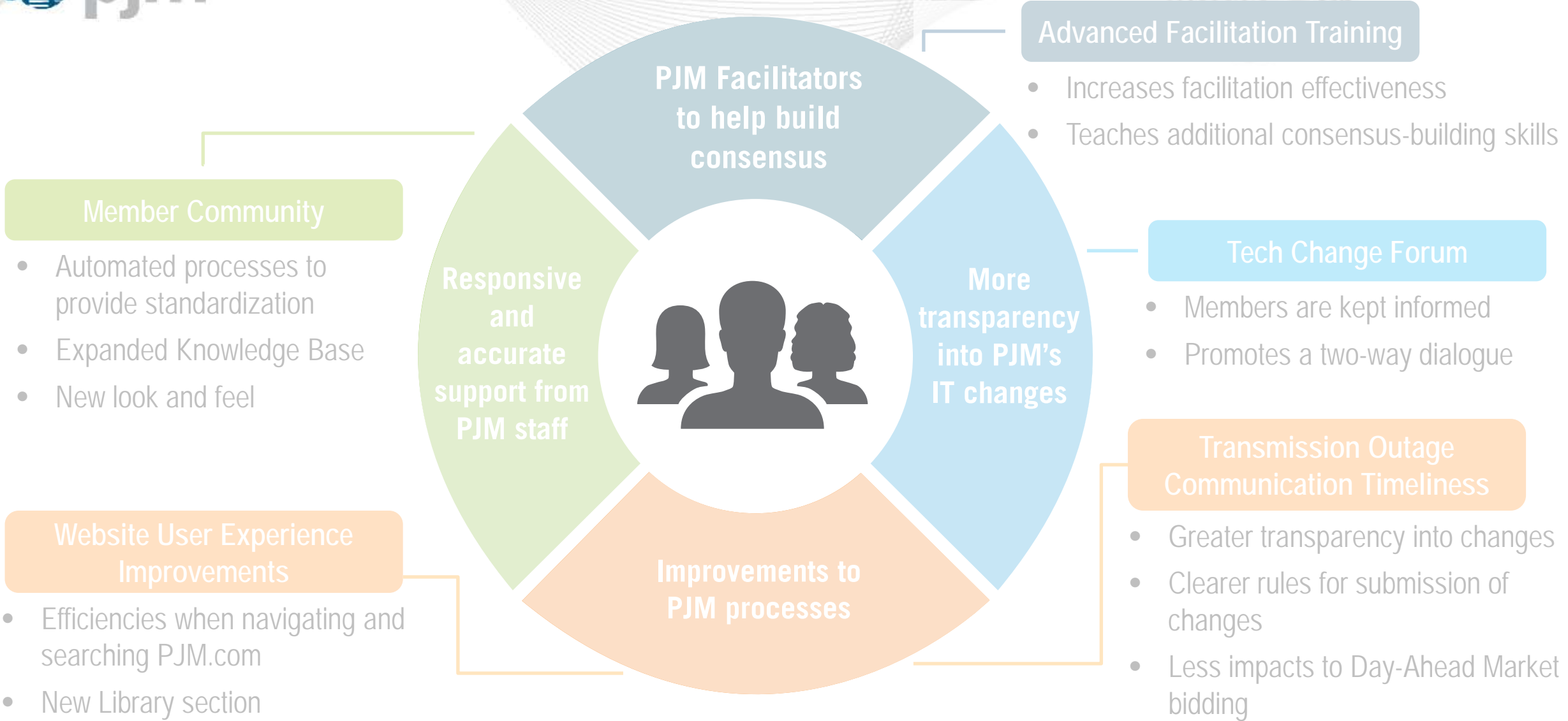


Member Feedback Drives Improvements



Rebecca Carroll
Director, Member Relations
Members Committee
May 17, 2017

- Members play an integral role in shaping the services PJM provides
- Member feedback is critical for PJM to ensure these services meet member's needs
- PJM receives feedback through various channels
 - Member visits
 - Discussions
 - Member Satisfaction Survey



PJM is working on a mechanism to obtain and respond to member feedback



Establish a process to evaluate and prioritize initiatives



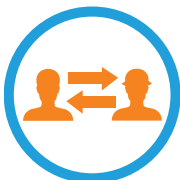
Support multiple sources of feedback



Track progress



Implement by end of 2017



Communicate status

- Streamlined survey
 - encourages greater participation
 - still allows respondents to provide actionable feedback
- Direct member feedback influenced the new survey content
- Survey content focuses on core responsibilities and interactions between PJM and members
 - Opportunities to provide additional comments and suggestions
- 2017 Member Satisfaction Survey will be issued in September